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November 18, 2003

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Commissioner for Patents
P.O. Box 1450
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Re: Office of Initial Patent Examination
Agent - Monica Young
In re: Kroll, et. al.
Application No. 09/941,522
Filing Date: August 29, 2001
Attorney Docket: P-1004A

Dear Commissioner:

I appreciate the assistance I received from the above-referenced Agent in resolution of a dispute concerning a Notice of Incomplete Reply that was mailed on November 10, 2003. I want to thank her for your friendliness and assistance in clearing this matter up in one day.

Sincerely,

LYNCH, COX, GILMAN & MAHAN, P.S.C.

Scott R. Cox
Reg. No. 31,945

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